

# NAVAL HOSPITAL JACKSONVILLE PATIENT GUIDE 2006





# The Area's Largest Heart Program is also Among the Nation's Best.



*U.S. News & World Report* named St. Vincent's Medical Center one of America's 50 Best Hospitals in Heart and Heart Surgery in its 2005 rankings. Home to the largest cardiovascular program between Atlanta and Orlando, approximately 20,000 cardiovascular procedures are performed each year at St. Vincent's.

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*Where The Experts Are™*





# Welcome to Naval Hospital Jacksonville

“Your family is our family”

## Every visit. Every time. Every day.

Welcome to Naval Hospital Jacksonville, where YOU are our main priority. At Naval Hospital Jacksonville we are striving to make *Family Centered Care* more than just a slogan but a reality in which our patients are treated exactly like family.

The Joint Commission on Accreditation of Health Care Organizations (JCAHO), the world's leading health care accrediting body, surveyed Naval Hospital Jacksonville and our Branch Health Clinics (BHCs) in 2005. We received stellar marks in that survey reflecting that our staff is well trained and meet or exceed community standards. This significant accomplishment has set the stage for Naval Hospital Jacksonville to become a *Most Efficient Organization (MEO)*. This achievement will be realized through the three strategic enablers of Family-centered Care, Readiness and Staff development.

Naval Hospital Jacksonville serves more than 200,000 active duty service members, military family members and honored veterans in the Florida and Georgia area. We accomplish this through a collaborative, family-centered health care approach. It is grounded in a mutually beneficial partnership of planning, delivery and evaluation of health care among providers, support staff, patients and families. It focuses on the long-term relationship that instills trust, loyalty and family satisfaction, but is rooted in evidence-based medicine to ensure positive outcomes. Family-centered care encompasses the physical, mental, social and spiritual wellbeing of the entire family.

While we develop the professional growth of our staff and improve ways to deliver patient care at home, we are also a command that the Navy depends on when the best in health care is needed to deploy. From the battlefields of Iraq and Afghanistan to the hurricane-ravaged areas of our own Gulf Coast, Naval Hospital Jacksonville medical personnel answered the call in 2005 and stand ready to do so in 2006.

An important factor in delivering quality health care is Humana Military Health Services. Our partnership with Humana enables us to add value to the military health benefit through optimizing care at the military treatment facility (MTF) while facilitating access to civilian providers and other hospitals when our MTF is unable to provide health care services directly or within access standards. This partnership also offers innovative prevention and outreach opportunities to improve access to care and outcomes in health care for all our beneficiaries.

In order to achieve excellence in customer service we would like to hear your comments and concerns. Bring them to our attention by contacting our Customer Relations Department, filling out a patient comment sheet or by calling my Care Line at (542-CARE). To keep abreast of the many services and improvements we offer, visit our website at [www.navalhospitaljax.com](http://www.navalhospitaljax.com) and access services such as prescription refills and online appointment scheduling. Information on TRICARE programs, helpful medical information and scheduling for routine and follow-up visits with primary care managers is also available at [www.TRICAREonline.com](http://www.TRICAREonline.com).

Welcome to the Naval Hospital Jacksonville family! We look forward to serving you and meeting your health care needs.

Once again, welcome to the Naval Hospital Jacksonville family!

## R.C. Bono

R.C. Bono  
Captain, Medical Corps  
U.S. Navy  
Commanding Officer



WELCOME FROM THE CAPTAIN



## Naval Hospital Jacksonville

2080 Child Street  
Jacksonville, Florida 32214-5000  
(904) 542-7300

### Public Affairs Officer

Terresa White  
(904) 542-7820

### Public Affairs Staff

Loren Barnes  
Terri Robison

### Photography Credits

HM2 (SW) Scott Morgan  
HM3 Dulce Perez Roman

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# Naval Hospital Jacksonville Patient Guide

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### Publisher

Mark Al-Amad

### Director of Sales

Rob Russakoff

### Advertising Sales

Brandi Holstein  
Lori Frederick  
Christy Allen

### Art Director

Sarah Justice

### Graphic Artist

Nicole Cartica  
Richie J. Plude

### Information Specialists

Jan Boyle  
Fred Brown  
Olga Lyons





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## HISTORY

### *Our Mission*

The original Naval Hospital was a multiple barracks-type structure commissioned in 1941. In support of the Naval commitment during WWII the hospital was expanded in 1943 to a bed capacity of 600. During 1943 and 1944, the patient census rose to over 1,000. The present inpatient facility was opened on December 9, 1967.

The hospital was originally designed to provide inpatient care to over 400 patients. As the thrust of modern medicine shifted to an increased emphasis on ambulatory care, the hospital's inpatient capacity has given way to the space requirements for outpatient services.

Ambulatory care requirements eventually exceeded space availability and a \$19,000,000 outpatient service addition was constructed and dedicated in August 1989. It included space for most outpatient primary and specialty clinics as well as a new laboratory. In addition, significant renovations were made to the first floor of the hospital including the Urology Clinic, Pharmacy, Radiology and Physical Therapy Departments.

The Pharmacy again underwent significant renovations and upgrades in 1996. The change resulted in twelve service windows which significantly decreased average wait time for new prescriptions. In December 2004, Naval Hospital Jacksonville incorporated the Naval Dental Center Southeast as part of a Navywide initiative to combine the naval and dental treatment facilities under one command. The Branch Medical Clinics were renamed the Branch Health Clinics to reflect the change. This realignment reduced overhead costs and improved productivity and mission effectiveness.





## NAVAL HOSPITAL JACKSONVILLE TODAY

Naval Hospital Jacksonville today is a general medical and surgical hospital offering both inpatient and outpatient care to active duty military men and women, their families and military retirees and their families. The hospital also has the Navy's largest Family Physician Training Program and is fully accredited by the Joint Commission on the Accreditation of Health Care Organizations. Naval Hospital Jacksonville is an eight-story building on the banks of the St. Johns River at the corner of Mustin Road and Child Street.

Providing a wide range of general and specialized outpatient health care, the hospital and its branch health clinics serve a beneficiary population of about 214,000 people. The hospital and branch clinics are in the TRICARE South Region. There are seven branch health clinics and a Substance Abuse Rehabilitation Program (SARP) under the administrative control of the hospital's Commanding Officer. Three clinics are in Florida, four in Georgia and the SARP is located in Florida.

The hospital provides most of the general specialties including family medicine, internal medicine, surgery, obstetrics, gynecology, psychiatry, radiology, ophthalmology, urology, pediatrics, ear nose and throat, oral surgery, neurology and orthopedics. The hospital has an emergency room providing emergency medical care for all eligible beneficiaries.



## MISSION AND VISION

### *Our Mission*

We are a Service Organization!

We provide operational support, promote wellness and deliver quality health care to all those entrusted to us, anytime, anywhere.

### *Our Vision*

First in Service!

Through Readiness, Staff Development, and Family Centered Care, we will be the Most Efficient Organization.





## INFORMATION DESK & PATIENT/STAFF MEMBER LOCATOR

**Location:** Main Hospital Lobby/Quarterdeck

**Telephone:** (904) 542-7300

The information desk is located in the main lobby of the hospital. Due to federal patient privacy and confidentiality laws and hospital policies, staff members at the information desk can only provide general information about patients. Most medical information on patients is protected by the Privacy Act and HIPAA policies and is therefore not releasable. The information desk can also provide the office phone number of staff members and general hospital information.



## FAMILY PRACTICE TEACHING PROGRAM

Naval Hospital Jacksonville has a long tradition training primary care physicians. In 1963, the hospital was one of the first in the country to offer a General Practice Residency Training Program. The hospital offered a unique blend of individual teaching and direct patient care for residents in general practice. In 1969, with the emergence of the Family Practice movement, the General Practice Program was completely reorganized in philosophy and curriculum. Out of this reorganization emerged a quality Family Practice Residency Program which was one of the first approved programs in the country. The program at that time had 24 Family Practice Residents and has since grown to 36 resident positions.

The residency is a three year program and is the only residency training program at Naval Hospital Jacksonville. The first year resident's educational experience includes rotations in Internal Medicine, Emergency Medicine, Pediatrics, OB/GYN, Surgery, Orthopedics, Dermatology, Urology, and Family Medicine. These rotations provide the residents a broad-based curricular experience necessary to function competently in the various medical disciplines. Following their completion of internship, some first year residents receive orders to the fleet as General Medical Officers. Many return to complete the 2nd and 3rd years of residency training in Family Medicine.

In the second and third year, physicians expand their knowledge base and learn to care for more complicated medical conditions. They spend an increasing amount of time in the Family Practice Clinic where they manage 85-90 percent of their patient's health care needs.

Completing the three-year Family Practice Training Program is a significant professional milestone for these physicians, but the real winners are the Navy and Marine Corps families who will receive their health care from a Naval Family Physician.





## PRIORITY OF PATIENTS & ELIGIBILITY

### Policy

Access to care at Naval Hospital Jacksonville is dependent upon your priority for care as determined by DoD and Title 10 of the U.S. Code. TRICARE Prime enrollees have higher priority for appointments in military treatment facilities than non-enrollees. The order of priority for access to health care services is:

- Active duty personnel.
- Active duty family members enrolled in TRICARE Prime at the Naval Hospital.
- Retirees, their family members, and survivors of sponsors who died on active duty enrolled in TRICARE Prime at the Naval Hospital
- Beneficiaries enrolled in TRICARE Prime with a civilian Primary Care Manager.
- Active duty personnel family members not enrolled in TRICARE Prime.
- All other beneficiaries.

Active duty members are not automatically enrolled in TRICARE Prime and assigned a Primary Care Manager. Active duty and their family members must complete an enrollment form to be enrolled, although they pay no enrollment fee. At the time of enrollment, family members choose their Primary Care Manager who is their entry point for non-emergency health care, while active duty members are usually enrolled to their ship or shore station sick call.





Retirees, their family members and survivors of sponsors who died while on active duty also must elect to enroll in TRICARE Prime, pay an enrollment fee and choose their Primary Care Manager who is their entry point for non-emergency health care.

To learn more about your TRICARE health options, see the section on TRICARE.

### DEERS

Military personnel are enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) when they enter active duty. However, legal documentation such as marriage certificate, birth certificate or adoption papers must be presented to the sponsor's personnel office to enroll family members. Without DEERS enrollment, family members may be denied health benefits other than emergency care.

If sponsors or family members have any questions about benefits or DEERS enrollment, they can call the DEERS Beneficiary Telephone Center from 6 a.m. until 3:30 p.m. (Pacific Standard Time), Monday through Friday at 800-538-9552. The only changes that can be made with the DEERS Beneficiary Telephone Center are address changes. All other changes must be made at a Personnel Support Detachment.

The Naval Air Station Jacksonville Personnel Support Detachment is located in Building 789. DEERS information is available Monday through Friday, 9 a.m. until 5 p.m. Telephone: (904) 542-3728. The Naval Air Station Jacksonville Personnel Support Detachment is located in Building 789.

### CHCS II

The Composite Healthcare System II (CHCSII) is a DoD-wide computerized registry of all military beneficiaries in the U.S. Armed Forces. Registration in the system is mandatory for all beneficiaries, active duty, reserve, retired and their family members. Beneficiaries may register in CHCSII at Naval Hospital Jacksonville or one of its Branch Health Clinics, and are encouraged to keep their address and phone numbers up to date. For more information contact the hospital's Outpatient Records Department at (904) 542-7425.





## Medicare Eligibles

Beneficiaries over the age of 65 are eligible to receive pharmacy benefits to include access to military treatment facility pharmacies, the TRICARE Mail Order Pharmacy Program and Network Retail pharmacies.

- Effective October 1, 2001, eligible beneficiaries who continue to receive care from their current Medicare providers, will have TRICARE as a second payer to Medicare. This means that TRICARE will pay out-of-pocket costs for services covered under Medicare, plus these beneficiaries will be eligible for TRICARE benefits not covered by Medicare, as long as the service is a TRICARE covered benefit. For more information go to [www.tricare.osd.mil](http://www.tricare.osd.mil) and look under TRICARE fact sheet or visit or contact your local Health Benefits Advisor at (904) 542-9164. (See the TRICARE For Life information in the TRICARE section of this book on page 60)

### Am I Eligible to Participate?

For the Pharmacy Benefit:

- If you are currently age 65 or older or were 65 before April, 1, 2001, you are eligible to use the retail and mail order pharmacy benefit without being enrolled in Medicare Part B.
- If you turned 65 on or after April 1, 2001, you need to be enrolled in Medicare Part B in order to use the retail and mail order pharmacy benefit.

For TRICARE For Life (TRICARE as Second Payer ) Benefit:

- You must be eligible for Medicare Part A and enrolled in Medicare Part B to participate in the health program.

What Do I Need to Do?

- Update your Defense Enrollment Eligibility Reporting System (DEERS) record with your correct address and any changes in family status such as marriage, divorce, birth or adoption. Home addresses are important because the address on file with DEERS is used to send out information on health benefits.

Retirees may update DEERS by:

- Going to the nearest military personnel office
- E-mailing changes to [addrinfo@osd.pentagon.mil](mailto:addrinfo@osd.pentagon.mil)
- Mailing changes to the DEERS Support Office, ATTN: COA, 400 Gigling Road, Seaside, CA 93955-6771
- Toll free number for the DEERS Support Office, 800-538-9552





If you are eligible, enroll in Medicare part B if you haven't already. If you are not sure if you are enrolled, check the back of your Social Security card for this information.

To enroll:

- Submit an application to enroll in Medicare Part B directly to the Social Security Administration. Note: the General Enrollment Period for enrollment in Medicare Part B is held January 1 through March 31 of each year, and Part B coverage starts on July 1 of that year. See the Medicare Website [www.medicare.gov](http://www.medicare.gov) for details on enrollment in Part B.

Important note: See the TRICARE For Life information in the TRICARE section of this book on page 60.



## EMERGENCY CARE

### *Ambulance Services*

**Telephone:** 911

All emergency ambulance services, on base or off base, can be reached by calling 911. Stay on the line, remain calm, answer all questions and follow any instructions given by the 911 operator.

### *Emergency Department*

**Location:** First Floor/Hospital

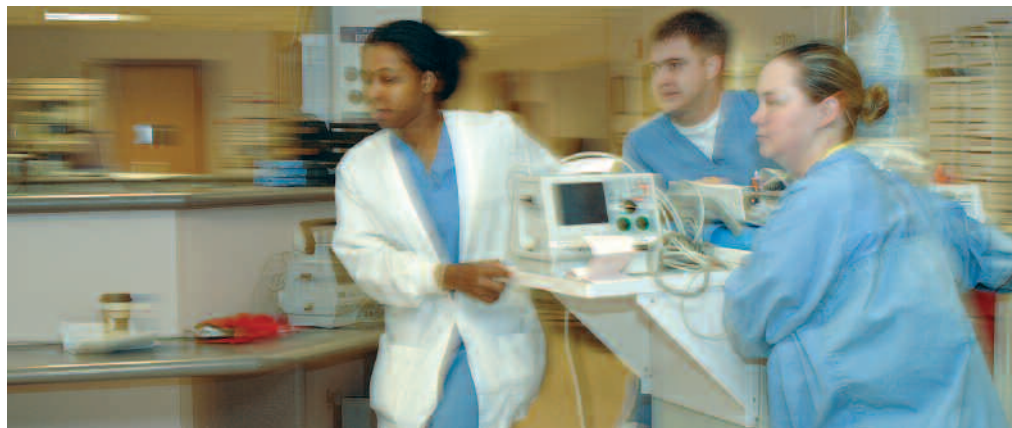
**Telephone:** (904) 542-7340

**Hours of Operation:** 24 Hours

The Emergency Department (ED) is open 24 hours a day, 7 days a week. The Navy and Contract Physicians in the ED are all Emergency Residency trained or Board Certified. The ED team also consists of Navy Registered Nurses and Hospital Corpsmen, and civilian clerical support staff. The ED uses the triage method to sort patients based on medical condition, in order to determine the order patients will be seen. Patients experiencing life-threatening illnesses or injuries or more serious needs are seen first. To ensure the best use of time, patients with non-emergency needs should call the Central Appointment line at (904) 542-HOSP (4677) to schedule an appointment with their primary care provider.

### *Nurse Call Center*

Registered nurses are available seven (7) days a week, 24-hours a day, for health care advice. These nurses are available to assist TRICARE Prime patients enrolled to Naval Hospital Jacksonville with their health concerns. You can reach the Nurse Call Center through the Central Appointments line at 542-4677, or toll free at 1-800-529-4677.



**ACTIVE DUTY SICK CALL****NAS Jacksonville**

**Location:** Building 964, Naval Air Station Jacksonville

**All Departments:** (904) 542-3500

This is an active-duty-only clinic. Sick call, physical exams, flight physicals, aviation medicine, routine care, health maintenance visits, annual preventive health assessments, overseas screenings, sea duty screenings, immunizations, VA pre-retirement physicals, chiropractic, optometry and outpatient pharmacy are available. The appointment desk is open from 7 a.m. to 3:30 p.m. each workday. On weekends and holidays active duty sick call is held at the Naval Hospital Jacksonville emergency room from 8 a.m. to noon. BHC Jax is designed as an active duty clinic to provide care for adults.

**Naval Station Mayport**

**Location:** Naval Station Mayport

**Information:** (904) 270-5648

**Sick Call:** (904) 542-4677

**Primary Health Care Appointments:** (904) 542-4677

**Overseas/Sea Duty Screening:** (904) 270-5277

Active duty and TRICARE Prime personnel enrolled to this clinic have priority access, with all others seen on a space available basis. All medical care, including sick call, is by appointment only. The appointment lines are open from 7 a.m. to 8 p.m. each weekday and 7 a.m. to 3 p.m. weekends and holidays. Sick call appointments are available daily and can be made the evening before.





## Naval Branch Health Clinic Kings Bay, GA

**Location:** 881 USS James Madison Road, Naval Submarine Base, Kings Bay, GA

**Hours of Operation:** Monday to Friday - 7 a.m. - 5 p.m.

Saturday - 8 a.m. - 1 p.m.

Sundays/Holidays- Closed

**General Information:** (912) 573-4242

**Central Appointments:** (912) 573-4215/DSN 573-4215

**Toll Free:** (888) 573-4215

**Pharmacy:** (912) 573-4264

**Pharmacy Automated Refill Service:** (912) 573-4208

**Overseas/Sea Duty Screening:** (912) 573-4215

**Optometry:** (912) 573-4227

**Active Duty Physical Exams:** (912) 573-4271/DSN 573-4271

Naval Branch Health Clinic Kings Bay is the PCM site for patients living in the Naval Submarine Base Kings Bay area. This clinic provides health care for infants through adults. Services include: Primary Care Military Medicine, Family Practice and Pediatrics, Laboratory, Pharmacy, Radiology, Mental Health, Immunizations, Occupational Health and SARP and Health Promotions.



## ACCESS TO CARE

### Central Appointment Line

**Telephone:** (904) 542-HOSP (4677)

**Toll Free:** (800) 529-4677

Naval Hospital Jacksonville utilizes a centralized appointment staff to provide scheduling services for the Primary Care clinics and Specialty clinics in the Naval Hospital. In addition, we schedule for Branch Health Clinics Mayport and Kings Bay.

**Hours of Operation:**

Monday to Friday - 0600-2000

Weekends and Holidays - 0700-1530

We are closed on Thanksgiving, Christmas Day and New Years Day.

### Branch Health Clinic NAS Jacksonville

**All Departments:** (904) 542-3500

This is an active-duty-only clinic. (See *Sick Call* section page 14)





## PRIMARY CARE

### *Primary Care Managers*

A Primary Care Manager (PCM) is a physician, nurse practitioner or physician's assistant who provides for the majority of a patient's health care needs. When referral to a specialist is necessary, the PCM helps to coordinate that care. All patients that enroll in TRICARE Prime and select Naval Hospital Jacksonville or one of its branch clinics are assigned a PCM. Each of the hospital PCMs offer quality care with some unique aspects specific to that clinic. TRICARE Prime patients enrolled to a PCM site have priority access to care; access for non-Prime patients is limited to space available care. Each PCM site has a limited enrollment capacity. At any given time a PCM site may or may not have enrollment spots available. To check availability of a specific PCM, or to enroll, contact the Naval Hospital TRICARE Health Benefits Office at 542-9164 or visit the TRICARE Service Center at 1210 Kingsley Avenue, Suite 1, Orange Park, FL. Naval Hospital Jacksonville is constantly looking for ways to better serve our enrolled patients. The following are the hospital's PCM sites at the time of this guide's publication and a brief description of each.

### *Primary Care Group*

**Location:** First Floor/Outpatient Clinic

**Appointments:** (904) 542-4677

**Toll Free:** (800) 529-4677

**Hours of Operation:** Monday to Thursday - 7:30 a.m. to 6 p.m.

Friday - 7:30 a.m. to 4:30 p.m.

**Prime Acute Care Clinic Location:** First Floor/Hospital/Emergency Department

**Telephone:** (904) 542-7340

**Hours of Operation:** 7 days per week - 8 a.m. to 11 p.m.

The Primary Care Group (PCG) offers both primary and specialty care for the entire family. The PCG includes Pediatrics, Internal Medicine, Women's Health and Adolescent/Teen Clinic (TRICARE Prime patients 10-18 years of age). This clinic is staffed by military and civilian, Board Certified Internal Medicine physicians and civilian Family Nurse Practitioners. This clinic should be particularly attractive to patients with high blood pressure, high cholesterol, diabetes, and other chronic health issues.

The Prime Acute Care Clinic (PACC) provides medical care for those experiencing non-life-threatening illnesses and minor injuries. The PACC is open 365 days per year including weekends and holidays. Staffed by Family Practice Physicians, Nurse Practitioners, Physicians' Assistants, RN's, MA's and clerical staff, the clinic treats all eligible beneficiaries, other than active duty, ages of less than 1 month to 65 years. Appointments may be made through the Central Appointments line, (904) 542-HOSP (4677). Same day appointments are available.



## CLINICS

### *Family Practice Clinic*

**Location:** Second Floor/Outpatient Clinic

**Appointments:** (904) 542-4677

**Toll Free:** (800) 529-4677

**Routine/Acute Care:** Monday to Friday - 7:30 a.m. to 4 p.m.

**After Hours Clinic (Limited appointments):** Monday to Thursday - 4 p.m. to 7 p.m.

Saturday - 8 a.m. to noon

The hospital operates the Navy's largest Family Practice Residency Training Program. This training program offers the entire family the opportunity to enroll and receive their care from staff and resident Family Physicians, Family Nurse Practitioners, and/or Physician Assistants in a comprehensive, coordinated, prevention-focused plan of care. Most of your visits will be with your assigned Primary Care Manager (PCM). Family Physicians and Family Nurse Practitioners are trained to provide care from birth through maturity, including most aspects of women's health. Family Physicians receive dedicated training in obstetrics and are fully qualified to provide full scope obstetrical services. Family Practice is very popular as a primary care manager and enrollment slots are generally filled as soon as they become available. In addition to routine health care visits such as physical exams and chronic medical condition management, same day acute care appointments are also available. The clinic also offers most immunizations during regular business hours.



**Pediatric Clinic**

**Location:** First Floor/Outpatient Clinic

**Appointments:** (904) 542-4677

**Toll Free:** (800) 529-4677

**Hours of Operation:** Monday to Friday - 8 a.m. to 5 p.m.  
Saturday - 8 a.m. to noon

**Immunizations**

Monday to Thursday - 9 a.m. to 11 a.m. & 1 p.m. to 4 p.m.

Friday - 9 a.m. to 11 a.m. & 1 p.m. to 3 p.m.

Saturday Acute Care Clinic - 9 a.m. to 1 p.m.

The Pediatric Clinic offers a full range of pediatric care including same day acute care, well-baby checkups and routine appointments. The clinic sees children through age 18. Children age 15 through 18 are seen in the adolescent portion of the clinic (located in the Internal Medicine Clinic). Quality care is provided by a team of pediatric health care professionals. Space-available appointments are limited in all clinics and Pediatrics is no exception. Parents who expect to have their children's care provided by the hospital's Pediatric Clinic should enroll their children at this primary care (PCM) site.

**Naval Branch Health Clinic Mayport**

**Location:** Building 1363, Naval Station Mayport

**Hours of Operation:** Monday to Friday - 7:30 a.m. to 6 p.m.  
Saturday/Sunday/Holidays - 8 a.m. to noon.

**Information:** (904) 270-5675

**Appointments/Sick Call:** (904) 542-4677

**Toll Free:** (800) 529-4677

**Pharmacy:** 904) 270-5083

**Pharmacy Automated Refill Service:** (800) NAV-PHAR (800) 628-7427

**Overseas/Sea Duty Screening:** (904) 270-5277

**Wellness:** (904) 270-5251

Naval Branch Health Clinic Mayport is the PCM site for patients living in the Naval Station Mayport area. This clinic provides health care for infants through adults. Services include acute care, women's health, immunizations, treatment of minor injuries and the majority of common illnesses such as colds, sinus infections, hypertension and diabetes. The clinic has an outpatient pharmacy and a Call-In Pharmacy Refill service.



### Branch Health Clinic Kings Bay, GA

**Location:** 881 USS James Madison Road, Naval Submarine Base, Kings Bay, GA

**Hours of Operation:** Monday to Friday - 7 a.m. to 5 p.m.

Saturday - 8 a.m. to 1 p.m.

Sundays/Holidays - Closed

**General Information:** (912) 573-4242

**Active Duty Appointments:** (912) 573-6801/DNS 573-6801

**Central Appointments (All other eligible beneficiaries):** (912) 573-4215

**Toll Free:** (888) 573-4215

**Pharmacy:** (912) 573-4264

**Pharmacy Automated Refill Service:** (912) 573-4208

**Overseas/Sea Duty Screening:** (912) 573-4215

**Optometry:** (912) 573-4227

**Active Duty Physical Exams:** (912) 573-4271/DSN 573-4271

Branch Health Clinic Kings Bay is the PCM site for patients living in the Naval Submarine Base Kings Bay area. This clinic provides health care for infants through adults. Services include: Primary Care Military Medicine, Family Practice and Pediatrics, Laboratory, Pharmacy, Radiology, Mental Health, Immunizations, Occupational Health and SARP, Allergy and Health Promotions

### Naval Branch Health Clinic Jacksonville

**Location:** Building 964

Naval Air Station Jacksonville

**All Departments:** (904) 542-3500

**Hours of Operation:** Monday to Friday  
7 a.m. to 4 p.m.

Naval Branch Health Clinic Jacksonville is the PCM site for active duty patients serving aboard Naval Air Station Jacksonville as well as several other sites in the area. This clinic provides acute and routine health care, annual preventive health assessments, women's health, immunizations, optometry, chiropractic, aviation medicine, outpatient pharmacy, physical exams (including VA physicals for retirement) and treatment of minor injuries and common illnesses. This clinic is accessible only to active duty personnel.







## SPECIALTY CLINICS

### General Information

The hospital has a wide range of specialty care services such as obstetrics, cardiology, gynecology, pulmonology, gastroenterology, urology, optometry, general surgery, dermatology, ear, nose and throat, ophthalmology, orthopedics, occupational therapy, mental health, physical therapy, nutrition services, dental and oral surgery. Initial appointments for specialty clinics are made by written referral from Primary Care Managers, and follow-up appointments are made by the individual specialty clinic.

### Chiropractic Clinic

**Location:** BHC JAX - Room 321

**Hours of Operation:** Monday to Friday - 7:30 a.m. to 4 p.m.

**Appointments:** (904) 542-3500 ask for appointment desk

This is an active-duty-only clinic. The Chiropractic Clinic offers conservative, noninvasive treatment for neuromusculoskeletal complaints resulting from injury, accidents or the results of pregnancy. The primary form of treatment is chiropractic manipulation. Patients are seen by appointment only.



## PASTORAL CARE

### Chapel

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-7531

The Pastoral Care Department provides religious and spiritual support to hospital staff, patients and military family members. Chaplains visit inpatients and provide pastoral counseling and crisis intervention. Chaplains also regularly offer educational programs on topics relevant to spirituality, healthcare and military lifestyle. A duty chaplain is available for emergencies by contacting the Officer of the Day (OOD) at 542-7300 or the ward charge nurse. Religious services are held on the second floor, in the hospital chapel. Personal, Pre-marriage, Marriage and Family Counseling is available; 100 percent confidential. Call the Pastoral Care office for an appointment.

**Catholic Mass:** Mondays and Holy Days of Obligation: 11:30 a.m.

### Grief Reconciliation Group

A seven-week small group experience for those who have lost a loved one due to death. Group members relate their experiences to one another and discover positive steps leading to healing. Contact the Pastoral Care office to register.

### Divorce Care

A supportive small group for estranged, separated and divorced individuals. Topics include anger, depression, loneliness, finances, new relationships, forgiveness, reconciliation and growing closer to God. Contact the Pastoral Care office to register.





## BEHAVIORAL HEALTH

### *Substance Abuse Rehabilitation Program*

**Location:** 2034 Tatum Avenue, NAS Jacksonville

**Telephone:** (904) 542-3473, ext. 126

The Substance Abuse Rehabilitation Program (SARP) provides rehabilitative services to people adversely affected by alcohol dependence, alcohol abuse, and drug abuse. The SARP treatment program is available to all active duty and retired service members and their families, 18 years and older. Please call the SARP for more information.

### *Mental Health Department*

**Location:** 2034 Tatum Avenue, NAS Jacksonville

**Telephone:** (904) 542-3473, ext. 165

**Clinic hours:** 7:30 a.m. to 4 p.m.

The Mental Health Department is located in the SARP building behind the hospital. They operate an outpatient mental health clinic and an inpatient ward. A consultation request is required to schedule an appointment. Outpatient services are available for active duty members and non-active duty members whose PCM is a hospital staff member. Inpatient services are available for active duty members only.



## WELLNESS

### *Nutrition Management Department*

#### **Clinical Dietitian:**

**Location:** First Floor/Hospital-Room 1102

**Services available:** Diabetes, Cardiovascular Nutrition, Weight Management and OB Weight Control classes are available, as well as individual consultations.

**Appointments:** Open to all TRICARE Prime members and open to Non Prime members on a space available bases. A consult is required (exception for active duty personnel who need to meet weight/body fat requirements). Appointments can be scheduled by calling 542-9783 or central Appointments at 542-4677.

### *Wellness Center*

**Location:** Bldg. 867, Enterprise St., NAS Jacksonville

**Telephone:** (904) 542-5292

The Naval Hospital's Award winning Wellness Center offers a variety of health education programs designed to promote lasting changes in lifestyle management. You can call or stop by to sign up for one of their classes or you can make an appointment to speak one-on-one with a qualified health educator or dietitian. All active duty, retirees, family members and DoD civilian employees may receive help from the Wellness Center in achieving a healthy lifestyle.







**Location:** Room 1509 (near Internal Medicine Clinic)

**Telephone:** (904) 542-7431

Health Education Services are available to all TRICARE Prime members. Services to non-Prime members, TRICARE for Life and DoD civilians are available on a space available basis.

**Services Offered:**

- Group & individual training in diabetes care, blood glucose monitoring, insulin use & blood pressure and cholesterol control.
- HIV/AIDS counseling.
- Health video & literature library on multiple topics.
- Support group information.

**Scheduling Appointments:**

To schedule outpatient appointments call either Central Appointments or the Health Education Assistant at 542-7431. Inpatient visits may be arranged by calling 542-7431 or 996-5508 (beeper). A written doctor's referral is recommended and is required for all patients with third party insurance.





## WOMEN'S HEALTHCARE SERVICES

### Women's Health

We are committed to providing health services to meet the needs of every woman regardless of her age or stage in life. Our ultimate goal is to become a model of excellence and to foster the establishment of a true healthcare partnership with the women we serve.

The core of our program is Women's Primary Care. This includes care and services provided by:

- **Branch Health Clinics**
- **OB/GYN Specialty Clinic**
- **Family Practice**
- **Primary Care Group Practice**

Our supporting services cover the needs for the "Total Woman" to include mind, body and spirit. This is because we recognize that women have different needs at different times of their life, and we want to provide a supportive environment to meet those needs with a full-range of services. We are building a solid foundation that will enable us to effectively respond to the evolving changes and improvements in Women's Health.

- **Acute Chronic and Care Services • Adolescent Services • Wellness Programs**
- **Breast Care Services (Including Mammograms) • Community Education**
- **Family Planning • Maternity Services • Midwife Services**
- **Operative Gynecologic Services • Operational Women's Health**

### Access to Care

Services are offered to all eligible beneficiaries, with limited availability for patients not enrolled in TRICARE Prime. Please refer to the Priority of Patients section for more details.

### OB/GYN Clinic

**Location:** First Floor/Outpatient Clinic

**Appointments:** (904) 542-4677

**Toll Free:** (800) 529-4677

**Hours of Operation:** Monday to Friday - 7:30 a.m. to 4:30 p.m.

The OB/GYN Clinic offers a full range of obstetrical and gynecological services including infertility, urinary incontinence, advanced laparoscopic and laser surgery, menopausal services, tubal surgery, family planning, ultrasound and endoscopic surgery.

In addition to the specialty care available, a variety of educational classes are offered. These classes include New OB Orientation, Third Trimester and Tour of Birthing Rooms, Baby Boot Camp I and II, Breastfeeding Classes and Ship Shape Moms.



### **Labor & Delivery**

**Location:** Fifth Floor/Hospital

**Telephone:** (904) 542-7704

Our Family Centered Care Labor and Delivery unit is located on the 5th floor. Our team of healthcare professionals is honored to care for you and your family during this very special time. Your labor experience is based on your needs and family is always welcome. We specialize in pain management services to include natural labor, medications, epidural, anesthesia and hypno-birthing. Tours are available.

### **Mother Infant Unit**

**Location:** Eighth Floor/Hospital

**Telephone:** (904) 542-7709/7708

**Philosophy:** We promote Family Centered and Patient Centered Care.

**Visiting Hours:** Visiting hours are 24 hours a day. We support the wishes of the mother and encourage her to take advantage of this unique opportunity to embrace her new family member. The new father or a significant other is welcome to stay the night with the mother.

**Specialized services:** Private Rooms, Couplet Care, Lactation Services, hearing screening for all newborns, and a post-delivery special dinner for the new parents.



## PHARMACY SERVICES

On behalf of the Naval Hospital Jacksonville Pharmacy Department, we welcome the opportunity to serve you and to make your visit a success. The following information is provided to help you understand our procedures. While we are required to follow many local, state, federal and Navy regulations, our primary interest is the continued health and safety of our patients.

### *You Have Options for Your Pharmacy Services!*

Three Options - Your Choice

**1) Naval Hospital Jacksonville Pharmacy Services:**

(Up to 90 day supply)  
Limited Formulary  
No Co-payment

**2) TRICARE Mail Order Pharmacy (TMOP):**

(Up to 90 day supply for most chronic medications)  
Expanded Formulary  
Co-payments:  
    \$3.00 for Generic Drug  
    \$9.00 for Trade Name Drug  
    \$22.00 for Non-Formulary Drug

Please visit [www.tricare.osd.mil/pharmacy](http://www.tricare.osd.mil/pharmacy) for co-pay updates and further information. **ACTIVE DUTY MEMBERS-NO COPAY**







**3) TRICARE Pharmacy Retail Network (TRRx):**

Local Civilian Community Pharmacy  
(30 day supply per co-payment)

Co-payment:

- \$3.00 for Generic Drug
- \$9.00 for Trade Name Drug
- \$22.00 for Non-Formulary Drug

See website at [www.tricare.osd.mil/pharmacy](http://www.tricare.osd.mil/pharmacy) for co-pay updates and further information. **ACTIVE DUTY MEMBERS-NO COPAY**

The TRICARE Mail Order Pharmacy (TMOP) is the most cost efficient method outside the Naval Hospital since a single copayment will allow a 90 day supply versus a 30 day supply at the network pharmacies. More information regarding the TRICARE Mail Order Pharmacy and the TRICARE Pharmacy Retail Network is available through Express Scripts: 1-866-363-8667 or [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) .

**Outpatient Pharmacy Locations**

**Hours of Operation**

**Naval Hospital Outpatient Pharmacy (904) 542-7778**

*Located on the First Floor of Naval Hospital Jacksonville*  
Monday to Friday - 0730 to 1800  
Saturday - 0800 to 1500  
Sundays/Holidays - CLOSED

**Naval Hospital Satellite Pharmacy (Bldg 950) (904) 542- 2537**

*Located in the Parking Lot of the Navy Exchange/NAS Jacksonville*  
Monday to Friday - 0900 to 1800  
Saturday - 0900 to 1500  
Sundays/Holidays - CLOSED

**- Drive Up Window**

Monday to Friday - 0800 to 1800  
Saturday - 0900 to 1500  
Sundays/Holidays - CLOSED

**Naval Hospital Active-Duty-Only Branch Health Clinic (904) 542-3500**

*Located at the Branch Health Clinic Jacksonville*  
Monday to Friday - 0730 to 1230 and 1300 to 1600  
Saturdays/Sundays/Holidays - CLOSED



## New Prescriptions

The Pharmacy will fill new prescriptions written by military and civilian physicians as long as the medication is on the hospital's formulary. The hospital uses the Satellite Pharmacy facility located in the Navy Exchange Parking lot to serve patients with new civilian prescriptions and is the refill pick-up site for all refills.

Patients may wait or drop off their prescriptions for same day service or pick up at a later date. Patient questions are answered at this time and patient counseling about the medication is completed. Civilian Provider Prescriptions will be filled only at the Satellite Pharmacy location.



## Refills

All refills are done using the pharmacy's automated refill system. This service is available 24 hours a day, 7 days a week. Prior to calling, you should have the prescription number(s) and the sponsor's social security number available. Follow the directions given and enter the appropriate information when asked while using a touch-tone telephone or order online at [www.navalhospitaljax.com](http://www.navalhospitaljax.com). Refills may be picked up 72 hours after ordering at the Satellite Pharmacy located in the Navy Exchange parking lot.

### Quantity and Time Limitations for Prescriptions:

- Class II narcotic pain medications can only be filled for up to 30 days supply with no refills. They must be filled within 30 days of being written by the doctor.
- Controlled medications (Darvocet, etc.) can be written for up to a 90 day supply with 1 refill, or 30 days supply with 5 refills, for up to a maximum of a 6 month supply.
- Controlled Class II medications prescribed for Attention Deficit Hyperactivity Disorder (ADHD) can be filled for 90 days supply, with NO refills, and must be filled within 30 days of being written by the doctor.
- Maintenance medications (blood pressure medication, etc.) can be written for a 90 day supply, with a maximum of 3 refills, for a total of a one year supply.

### Transferring Prescriptions from Other Military Treatment Facilities:

As you move from one duty location to the next, finding a new doctor and refilling prescriptions are important. Regardless of your duty location, a local Military Treatment Facility (MTF) pharmacy can fill any valid non-controlled formulary prescriptions (including one written at another MTF or by civilian doctors), if the medication is on the MTF formulary and was originally filled at a DoD pharmacy.

**Frequently Asked Questions about the Pharmacy****Who can use the Pharmacy?**

Anyone who is authorized health care in a military treatment facility. This includes Medicare eligible military retirees and their authorized family members.

**What medications are carried by the Pharmacy?**

A wide range of medications which were selected by DoD and Naval Hospital Jacksonville are available. The list of these medications is called a formulary and is available at the pharmacy or on line at [www.navalhospitaljax.com](http://www.navalhospitaljax.com). Medications not on the formulary will not be dispensed at the hospital pharmacy but can be obtained at civilian pharmacies for TRICARE eligible patients with normal cost sharing.

**How soon can I get my medication refilled?**

You are highly encouraged to call your prescription in within 10 days of needing your next refill. For example, if you received a 90-day supply of medication you cannot receive your next refill for at least 80 days from the last day it was dispensed. If you will be traveling or out of the area for a period of time, please contact the pharmacy and ask for assistance.

**How long will my refill prescriptions be held at the refill building?**

Due to a lack of space and the large volume of refill prescriptions filled each day, the pharmacy is limited in the time a refill can be held. Normally, a refill is returned to stock 10 days after being called in.

**My vision is poor and I have problems using the automated refill system. Can I get help?**

Yes, you can. Call the pharmacy at (904) 542-7405/7406, explain your problem and a technician will assist you.





## DIAGNOSTIC SERVICES

### Radiology

**Location:** First Floor/Outpatient Clinic

**Telephone:** (904) 542-7363

The Radiology Department provides a variety of inpatient and outpatient services including, but not limited to, diagnostic radiography, mammography, MRI, CT, bone density, and nuclear medicine studies. After a test is ordered the patient should visit the Radiology Check-in desk or call the department. All results are provided to the requesting physician.

**Department scheduling numbers:**

Ultra Sound: 542-9360

Mammography: 542-7461

MRI and Fluoro: 542-9693

CT: 542-9799

Dexascan: 542-7363

Nuclear Medicine: 542-7940



### Laboratory

**Location:** First Floor

**Telephone:** (904) 542-7380

The laboratory is open for outpatient blood drawing from 7 a.m. to 7 p.m., Monday through Friday and from 8 a.m. to noon on Saturdays. The drawing area is closed on Sundays and Holidays. Some tests require appointments (glucose tolerance testing and male fertility testing), but most do not. Twenty-four hour urine collections require special preservatives or specimen containers. Cholesterol/lipid studies require you to fast for 10-12 hours before having your blood drawn. If needed, special instructions will be issued either by the physician or the staff members at the lab before the test is performed.

**NOTE:** The laboratory does not accept written laboratory requests from civilian providers. If you have any questions, please call the laboratory.







## DENTAL CARE

### Dental Clinics

#### Dental Clinic NAS Jacksonville:

(904) 542-3441

#### Dental Clinic Naval Station

Mayport: (904) 270-5351

#### Dental Clinic Naval Submarine

Base Kings Bay: (912) 573-4212

Each Naval base in the Jacksonville area has a Dental Clinic. The clinics provide a full spectrum of dental services for active duty personnel.

By law, people enrolled in the Family Member or Retiree Dental Plans are not entitled to treatment at military facilities for service covered by the dental plan. Family members and retirees not enrolled in either dental plan are seen on a space available basis for routine cleanings and fillings only. Membership in the DoD sponsored plans is encouraged.



Dental sick call is conducted daily for active duty personnel and retirees. After hours, the duty section at the Dental Clinics see dental emergencies.

### TRICARE Active Duty Family Member Dental Plan

The TRICARE Dental Program (TDP) is a voluntary dental plan available to family members of all active duty and Active Guard/Reserve (AGR) personnel. The TDP offers comprehensive benefits with low premiums and, best of all, is available worldwide. This brochure highlights the TDP for members who receive services in the Continental United States service area, which includes the 50 United States, the District of Columbia, Guam, Puerto Rico, and the U.S. Virgin Islands.

There are two enrollment options - single and family. A sponsor with only one eligible family member must select the single option. The family option pertains to sponsors enrolling more than one family member. Enrollment, which is for a minimum of 12 months, can be completed by calling United Concordia at 1-888-622-2256 to request an enrollment form. Forms are also available at [www.ucci.com](http://www.ucci.com), your local Uniformed Service personnel office, or your local dental treatment facility. Please note that all new enrollees must submit a payment equal to your portion of one month's premium with your enrollment form. When United Concordia receives an enrollment



form, the Defense Enrollment Eligibility Reporting System (DEERS) will be queried to confirm eligibility. Once eligibility is confirmed, and one month's premium is received, member(s) will be enrolled in the TDP. Members should contact United Concordia's Customer Service Department by telephone before receiving treatment, to ensure coverage is in effect and to confirm the effective date of that coverage.

The cost of the TDP is shared between the sponsor and their parent service, the Government paying 60 percent of the monthly premium. The member's 40 percent portion of the premium will be paid through an automatic monthly payroll deduction. Dental services covered at 100 percent of United Concordia's allowance require no payment by the member when a participating dentist provides the care. Some covered services require a cost share - this is the portion of the cost that is the member's responsibility. The TDP limits the amount that can be paid for each member's dental services: Annual Maximum - \$1,200 per member per contract year (February 1 - January 31) for all services excluding orthodontics. Costs for some services (cleanings, fluoride treatments, and some exams and x-rays) are not applied to this annual maximum. Lifetime Orthodontic Maximum - \$1,500 lifetime per member, subject to age limitations. Diagnostic services provided for orthodontic purposes are not applied towards the \$1,500 lifetime orthodontic maximum.

Members may receive dental care from any licensed/authorized dentist. However, you can save money by choosing a United Concordia participating dentist because they have agreed to accept United Concordia's allowances for covered services. Participating dentists do not require full payment at the time of service, just the applicable cost share, and they will submit your claims for you. For help in locating a participating dentist in your area, contact your Health Benefits Advisor (HBA), call United Concordia at 1-800-866-8499, or visit the website: [www.ucci.com](http://www.ucci.com). Non-participating dentists may provide care to TDP enrollees; however, you may need to pay the dentist in advance as well as any difference between United Concordia's allowance and the dentist's usual charge. You may also have to submit your own claim. Policies and procedures vary if you receive dental care (anywhere other than the United States, Guam, Puerto Rico, and the U.S. Virgin Islands).



## Retiree Dental Plan

The TRICARE Retiree Dental Plan (TRDP) is a voluntary dental benefits program, first authorized in the National Defense Authorization Act of 1997. When the program began in February 1998, it offered limited basic and preventive dental coverage to Uniformed Services retirees and their family members. On October 1, 2000, the scope of coverage was enhanced to form a more comprehensive dental benefits program never before available to this population. While the basic program is still in existence today, no new enrollments are being accepted. As of September 1, 2000, all retirees interested in enrolling in the TRDP are exclusively offered the enhanced program. Today, the TRDP has become the foremost dental benefits program available to Uniformed Services retirees and their families. Under a contract that renews the program through April 2008, enhanced program features like a shortened enrollment commitment, a waiting period of only 12 months for the full scope of covered services, and an increase in the annual maximum and lifetime orthodontic maximum amounts to \$1,200 provide added value to an already affordable and quality dental plan. The fee-for-service TRDP is funded entirely by enrollee-paid premiums. A special network was created to support the delivery of dental care to patients who are enrolled in this program. Enrollees in the TRDP are advised that although they may receive dental services from any licensed dentist they choose, there are advantages to receiving treatment from a participating network dentist.



## INPATIENT POLICIES & ADMISSION PROCEDURES

### Inpatients: What to Bring

**The following items should be considered for a pre-planned overnight stay at the hospital:**

Personal care items: pajamas or nightgown, robe, slippers, comb, toothbrush and toothpaste, shaving cream, cosmetics. If the patient is unable to bring his own, the hospital will supply sleeping garments and a robe.

A small supply of cash for newspapers or other small items: Ten dollars is the recommended amount.

Electric hairdryers, shavers and battery operated radios are permitted; however, all other personal electrical items are prohibited unless specifically approved by the Charge Nurse.



### ***Inpatients: What Not to Bring***

Do not bring valuables. Money and valuables should not be brought to the hospital. This includes cell phones and PDA's. If you are admitted emergently and these items are brought to the hospital they should be inventoried by the ward. Ward personnel will deposit inventoried valuables in the Patient Valuables Safe. Valuables may be withdrawn from this safe at any time. The hospital cannot assume responsibility for any patient valuables not deposited with the Valuables Custodian.

Do not bring medications or other drugs. Your doctor will prescribe all medications to be used while you are a patient.

### ***Admissions Office***

**Location:** 7th Floor, Room 7013/Hospital

**Telephone:** (904) 542-7811

The Admissions Office is staffed 24 hours a day. The following information and documentation are required at the time of admission:

- Patient's full name, date of birth, address, gender, religious preference, marital status
- Patient's military or dependent ID card
- Sponsor's name, rank, rate, social security number
- Name and telephone number of individual to be notified in case of emergency
- Patients having Advance Directives (i.e. Living Will, Durable Power of Attorney for health care) should provide a copy of the directive to the hospital at time of admission so it can be placed in the Inpatient Health Record.
- (OB Patients) Birth Certificate Packet
- Health insurance card with name of carrier, policy number (if applicable)

**NOTE:** Insurance information must be collected to assist the Navy in the recovery of medical costs from the insurer. All funds recovered from insurance companies are used by the hospital to expand the availability of or improve the quality of services provided to beneficiaries.





## Discharge

Patients are normally discharged from the hospital in the mornings and must process through the Collection Agent's Office located on the first floor of the hospital. Hours of operation are 7:30 a.m. until 4 p.m., Monday through Friday. Closed Saturdays, Sundays and Holidays. The patient or sponsor must pay the hospital charges in full at the time of discharge or arrange for payment with the Collection Agent.

Active duty patients discharged from the hospital during normal working hours must check out with the Patient Administration Department for endorsement of orders and disposition instructions. The Patient Administration Department is located on the second floor of the hospital. Active duty patients discharged after normal working hours should check out with the OOD at the hospital Information Desk.

## Nursing Staff

Upon arrival to your assigned ward, you will be oriented to the ward by the nursing staff. Throughout your hospital stay, the nursing staff will be available to assist you and make your stay as pleasant as possible.

## Visiting Hours

Visitors are welcome to visit inpatients from 10 a.m. until 8 p.m. daily in most areas. Visiting privileges in specialty areas such as the Intensive Care Unit, Labor and Delivery, and the Psychiatric ward should be arranged through the nursing staff and is dependent on the patient's condition and therapy. The Information Desk also has specifics on patient visiting hours. Visiting children must be supervised at all times by an adult visitor. Patient rooms are limited in space. Therefore, the number of visitors may be restricted at the discretion of the nursing staff.





## ADMINISTRATIVE ASSISTANCE & REFERRAL PROGRAMS

### *Birth Certificates*

The State of Florida requires that all birth certificates be filed within 5 days of the child's birth. Parents should complete the birth certificate worksheet within 24 hours of the child's birth. An Admissions clerk will pick up the completed form and will prepare the official birth certificate. Parents will not be discharged from the hospital without verifying the prepared birth certificate and signing it. Certified copies of the birth certificate may be requested by completing an Application for Duval County Birth Record that is provided by the admissions office. It should be mailed to Vital Statistics, Duval County Health Department, 515 West 6th Street, Jacksonville, FL 32206-4397; Telephone: (904) 630-3330. Additionally, the admissions office will provide information needed for the parents to enroll their child in TRICARE and will provide them with the DD 1172 form that is used to update personnel records and register the child in DEERS. DEERS registration must be completed within 60 days of the child's birth, but it is recommended to be accomplished as soon as possible. For more information call 542-7811.

### *Civilian Health Insurance*

#### **(Third Party Collections)**

**Telephone:** (904) 542-7844

If you have civilian health insurance other than TRICARE/CHAMPUS, a TRICARE/CHAMPUS Supplement, or Medicare, you should provide your insurance information to the hospital. It is federal law that the hospital bill insurance companies for your care. We also bill for pharmacy and some ancillary services. This billing process will not result in a cost to you. You will not be responsible to pay deductibles as a result of care received in a military treatment facility. When you check in for an outpatient appointment, ask if the insurance information is included in your medical record and you will be asked to have information about your policy available when being admitted. All employer provided plans must be noted in the record even when a patient has Medicare.

All money recovered from insurance companies is used by the hospital and results in new medical equipment and better services. You are still responsible for paying the subsistence rate as required if not paid by your insurance carrier.

If you are injured in an automobile accident, the hospital is also required to collect from your automobile insurance company (PIP coverage) for care obtained in a military treatment facility. Please contact Third Party Collections and notify them when care has been received because of an auto accident.

If you have any questions, please call the Third Party Collections Office.

**Collections Office****Location:** First Floor/Hospital**Telephone:** (904) 542-7684

Inpatients discharged during normal working hours are requested to stop by the Collections Office and pay the nominal daily subsistence charge incurred while an inpatient. Patients discharged after normal working hours or on weekends will be billed.

**Exceptional Family Member Program****Location:** Second Floor/Hospital**Telephone:** (904) 542-7348

The Exceptional Family Member Program (EFMP) is a mandatory program designed to identify family members with long term health care or special education needs. The program does the following: coordinates with Overseas Screening to confirm the availability of medical and educational support at overseas locations; identifies those who require assignments within major medical areas; and identifies those who are eligible for homesteading.

If you think you may qualify for the EFM Program, check with your command EFM representative or call the hospital's Coordinator.

**Fleet Medical Liaison****Location:** Second Floor/Hospital**Telephone:** (904) 542-7557

The Fleet Medical Liaison Office facilitates communication between operational commands and the hospital. They assist in medical appointment scheduling and other personnel issues.





## Health Benefits Advisors

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-9164

Do you understand your health care benefits? Are you an expert on TRICARE? Or are you one of the many people confused by terms like Managed Care, TRICARE/CHAMPUS, co-payment, cost share, eligible beneficiary, Primary Care Manager, deductible, HMO and PPO?

With all the changes taking place in military and civilian health care, who can possibly expect to understand it all and be sure they're making the right decisions for themselves and their families?

Luckily, Naval Hospital Jacksonville has a team of specialists who are trained to help you understand and control your health care benefits. Health Benefits Advisors (HBAs) are available to answer questions about your medical and dental benefits, help you obtain care, assist you in the claims process, help you coordinate benefits between TRICARE and another insurer, and provide information so you can make informed choices. Jacksonville's HBAs are all highly trained professionals who have the skills and experience to assist patients with their TRICARE questions.

Naval Hospital Jacksonville's HBAs are located in the TRICARE Customer Assistance Center on the second floor of the hospital. The office is open Monday through Friday. HBAs are also located at Branch Health Clinic Kings Bay and Branch Health Clinic Mayport.

Another resource for military health care information is the TRICARE Service Center (TSC) which is located at 1210 Kingsley Avenue, Suite 1, Orange Park, FL. If you have a question for the Managed Care Contractor, you will need to call 1-800-444-5445. The TRICARE Service Center does not receive phone calls, only walk-ins.

## Interpreters

**Information Desk:** (904) 542-7300

If you need an interpreter for American Sign Language or a foreign language please ask for assistance at our Information Desk. We have a list of staff and volunteers who will be glad to assist you.

## Legal Assistance

**Location:** Sixth Floor/Hospital

**Telephone:** (904) 542-7816

The Legal Office provides limited legal services for inpatients and staff. These services include Living Wills, Durable Powers of Attorney (health care) and Notary Service.





## Medical Records

**Location:**

Outpatient Records -

First Floor/Outpatient Clinic

Inpatient Records - Second Floor/Hospital

**Telephone:** (904) 542-7425/7427

If you are new to the area or are a new military family member, you should stop by the Outpatient Records Desk in the Outpatient Clinic. Family member and retiree medical records should be turned in, a record made if necessary, and a hospital card made.

Medical records are, by law, the property of the U.S. Government and must remain at the hospital or branch health clinic at all times. This system ensures that all medical information, lab and test results will be promptly filed in your record, and that your record will be automatically sent to any clinic when you have an appointment.

You may request a copy of your medical record or have your records transferred to another Military Treatment Facility by stopping at the Correspondence Section in the Outpatient Records Office. A copy of an outpatient medical treatment record of an adult family member or spouse may be released to the sponsor or spouse, provided written authorization by the patient is given.

## Medical Boards Processing

**Location:** Second Floor/Hospital**Telephone:** (904) 542-7568

The Medical Board staff assists active duty, reservist and Tri-Service personnel with permanent or temporary disabilities that are being processed by Physical Evaluation Boards and Limited Duty Medical Boards. The staff also provides education and counseling on disability issues and benefits.

## Disability Counselor

**Location:** Second Floor/Hospital**Telephone:** (904) 542-7569

The hospital's Disability Counselor assists active duty members with disability issues and benefits. They also schedule Disability Transition Assistance Program classes.



## Customer Relations Office

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-9175

**CO's Care Line:** (904) 542-2273; (904) 542-CARE

**Customer Relations E-mail:** [nhjaxcustomerservice@sar.med.navy.mil](mailto:nhjaxcustomerservice@sar.med.navy.mil)

The hospital's Customer Relations Office manages a network of Customer Service Representatives (CSRs) that are located in each hospital department. The CSRs serve as patient advocates. Customer/patient concerns or suggestions should be addressed to the clinic or department CSR for resolution. The photos and names of all CSRs are prominently displayed in all clinical areas. A patient may also call the Customer Relations Office for assistance or for the name and phone number of the CSR in a specific area. Customer Comment Sheets are located throughout the hospital and the Commanding Officer also has a Care Line that customers may use to voice concerns.

## Public Affairs Office

**Location:** Second Floor/Hospital

**Telephone:** (904) 542-7820

The hospital's Public Affairs Office publishes this publication, The Naval Hospital Jacksonville Patient Guide and the patient newsletter, The Pulse. Comments or suggestions are welcome.

## Release Information

You may request a copy of your medical records by filling out a Release of Information form. This form is available at the Outpatient Records Desk. Please allow 2-3 weeks to receive the copies. If you are separating or retiring, put your request in 6-8 weeks in advance so that you allow ample time to receive the copies.





## PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES

### *Patients Have the Right to:*

- Be administered quality care and treatment in a safe and secure environment consistent with available resources and generally accepted standards and have access to protective and advocacy services.
- Refuse treatment to the extent permitted by law and military regulations and participation in any research.
- Be given considerate and respectful health care with recognition of their personal dignity, cultural, spiritual and ethnic beliefs.
- Privacy during all medical treatment and to have all communications and records pertaining to their care treated as confidential in accordance with federal law and military regulations.
- Be made aware of any uses and/or disclosures of personally identifiable health care information that is maintained on them at this facility.
- Receive reasonable continuity of care and to know the name, professional status and credentials of personnel participating in their health care.
- Have themselves or, when medically advisable, an appointee provided with information regarding their diagnosis, treatment, prognosis and procedures in a language and terms that he or she can understand to include interpreters or translators.
- Participate in the management of their health care and be given information in non-clinical terms to facilitate knowledgeable decisions regarding their consent or refusal of treatment or participation in any research projects related to their care.
- Be informed of hospital rules and regulations that relate to patient or visitor conduct such as smoking rules.
- Formulate an advanced directive such as a living will or durable power of attorney and/or appoint an appointee to make health care decisions on their behalf to the extent permitted by law should they become incapacitated and unable to appropriately communicate.
- Examine the adequacy of care regarding their treatment, billing or other matters pertaining to their health care and to have any concerns or complaints reviewed and resolved in a timely manner, whenever possible.
- Inform their health care provider of their pain with a reasonable expectation of receiving effective pain management and to be educated on the potential limitations and side effects of pain treatments.
- Provide feedback on complaints or concerns about any services to the Customer Service Representative within the facility or to state authorities if not addressed via the administrative Chain of Command in a timely manner.



### ***Patients Have the Responsibility to:***

- Show respect to all staff members, government property and other patients and abide by hospital rules and regulations such as proper supervision of children, noise control, visiting limitations and smoking areas.
- Provide accurate and complete health related information to ensure proper evaluation and treatment.
- Follow the medical and nursing treatment plan recommended by their health care provider.
- Arrive on time for appointments or notify the appointment clerk or clinic at least 24 hours ahead of time if they cannot make an appointment and to ensure their home address and telephone numbers are updated to facilitate communication with medical staff.
- Accept the consequences for refusal to comply with discharge instructions or the prescribed medical and nursing treatment plan recommended to them by the health care provider including follow-up care.
- Meet all financial commitments and obligations related to health care services received within this command.
- Ensure that medical records are promptly returned to the Outpatient Records Division for filing. All medical records documenting care by any military medical and dental treatment facility are the property of the U.S. Government.

### ***Pediatric Patients Under Age 18 Have the Right to:***

- Receive the same rights and responsibility as adult patients. However, since pediatric patients are minors with a wide range of physical/mental developmental stages, some of their rights and responsibilities must be exercised through either a parent or legal representative.
- Have a parent or legal guardian make health care decisions on their behalf and to have them consent to or refuse treatment on their behalf to the extent permitted by federal and state law.
- Consent to or refuse, under federal or state law, certain types of treatment for specific conditions such as pregnancy-related services and sexually transmitted diseases and to do so without parental knowledge and/or consent.







## HOSPITAL AMENITIES

### *Barber Shop*

**Location:** First Floor/Hospital

**Telephone:** (904) 542-7788

**Hours of Operation:** Monday to Wednesday - 9 a.m. to 3 p.m.

The hospital barber shop is a first-come, first-served shop that is available to patients, visitors and staff. Inpatients that are not ambulatory can request barber services through the ward charge nurse.

### *Banking*

**Location:** First Floor/Hospital

For the convenience of patients, the hospital has a VyStar Credit Union Automatic Teller Machine located on the first floor of the hospital in the Outpatient Pharmacy waiting area.

### *Child Street Café*

**Location:** First Floor/Hospital

Naval Hospital Jacksonville's award winning galley, the Child Street Café is located behind the hospital information desk.

### *Hospital Navy Exchange*



**Location:** First Floor/Hospital

**Telephone:** (904) 542-7821

**Hours of Operation:** Monday to Friday - 9 a.m. to 4 p.m.

The Navy Exchange operates a small gift shop on the first floor of the hospital. The NEX offer greeting cards, small gift items, snacks, books, magazines and other gift shop type items. There is also a limited supply of uniform accessories.



### Post Office

**Location:** First Floor/Hospital

**Telephone:** (904) 542-7819

**Hours of Operation:** Monday to Friday - 7:30 a.m. to 4 p.m.

There is a U.S. Postal Service window located adjacent to the Mail Room. They offer limited services and do not sell stamps. They will accept packages for mailing if the correct postage is on the package. Mail boxes are located at various locations throughout the hospital. There is a stamp vending machine near the Information Desk in the hospital lobby. Stamps may also be purchased at the Navy Exchange gift shop.

### Italia D'Oro Coffee Stand

**Location:** First Floor/Outpatient Clinic

There is an Italia D'Oro coffee stand located across from the Pediatric Clinic in the Outpatient Clinic building. Their large selection of specialty coffees and other beverages are a favorite of patients and staff.



### Snack Bar

**Location:** Second Floor/Hospital

**Hours of Operation:** Monday to Friday - 6:15 a.m. to 2 p.m.

The Navy Exchange operates a snack bar at the hospital. The snack bar offers soft drinks, soup, sandwiches, hot dogs etc.

### Telephones

Pay telephones are located in the Outpatient Clinic and on the first floor near the hospital lobby. Inpatients have bedside telephones. For the convenience of hospital patients, a phone card machine is located on the Surgical Ward and the first floor of the hospital. Phone cards can be purchased to make long distance calls at competitive rates. Inpatients who would like to purchase a phone card should ask ward personnel for assistance.



## POLICIES AND INFORMATION FOR YOUR WELL BEING

### **Patient Safety Information**

Patients can ensure a safer experience with the health care system by being involved and informed about their treatment. By asking questions and following through on their doctor's treatment and instructions, patients can take part in the process and gain confidence in the system. Improving patient safety requires continuous learning and the constant communication of information between caregivers, organizations, and patients. Everyone has a role in patient safety and everyone will benefit from its successes.

What can consumers do to make sure they have a safer experience with the health care system?

The Naval Hospital Jacksonville suggests these steps to help make your health care experience safer:

- Become a more informed health care consumer.
- Seek information about illnesses or conditions that affect you.
- Research options and possible treatment plans.
- Choose a doctor, clinic, pharmacy, and hospital experienced in the type of care you require.
- Ask questions of your doctor, nurse, pharmacist, or benefits plan coordinator.
- Seek more than one opinion.

#### **Keep track of your history:**

- Write down your medical history including any medical conditions you have illnesses, immunizations, allergies, hospitalizations, all medications and dietary supplements you are taking, and any reactions or sensitivities you have experienced.
- Make sure that all of your doctors know about everything you are taking. This includes prescription and over-the counter medicines, and dietary supplements such as vitamins and herbs.
- Write down the names and phone numbers of your doctors, clinics, and pharmacies for quick and easy references.
- When your doctor writes you a prescription, make sure you can read it.
- Work with your doctor and other health care professionals as a team.
- Share your health history with your care team.
- Share up-to-date information about your care with everyone who is treating you.
- Make sure you understand the care and treatment you will be receiving. Ask questions if you are not clear on your care.
- Pay attention. If something does not seem right, call it to the attention of your doctor or health care professional.



- Discuss any concerns about your safety with your health care team.
- Expect your health care workers to introduce themselves when they enter your room and look for their identification badges.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband and asks your name, before he or she administers any medication or treatment.

**Involve a family member or friend in your care:**

- If you are not able to observe or participate fully in your care, ask a family member or friend to assist. They can accompany you on appointments or stay with you, help you ask questions, understand care instructions and suggest your preferences.
- Review consents for treatment with your family member or friend before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your family member or friend understands the type of care you will need when you get home. Your family member or friend should know what to look for if your condition is getting worse and whom to call for help.

**Your Hospital Stay:**

- If you have a choice, choose a hospital at which many patients have the procedure or surgery you need.
- If you are in a hospital, consider asking all health care workers who have direct contact with you whether they have washed their hands.

**Discharge:**

- When you are being discharged from the hospital, ask your doctor to explain the treatment plan you will use at home.

**Surgery:**

- If you are having surgery, make sure that you, your doctor and your surgeon all agree and are clear on exactly what will be done.

**Follow your doctor's directions:**

- Be sure you receive all instructions in writing and that you read and understand them. Have information explained verbally.
- Take medications exactly as prescribed.
- Use home medical equipment and supplies only as instructed.
- Report anything unusual to your doctor.





## **Joint Commission on Accreditation of Healthcare Organizations**

Naval Hospital Jacksonville is committed to providing you the highest quality health care. As proof of this commitment, we maintain accreditation by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

Every three years, JCAHO surveyors inspect hospital and branch medical clinic operations, both medical and administrative, and then evaluate how we operate when compared to strict standards. These medical standards are established by an independent civilian commission of representatives from the American College of Physicians, the American College of Surgeons, the American Dental Association, the American Hospital Association, the American Medical Association and other academic boards and public members.

Simply put, a JCAHO survey is the scale by which almost every health care organization in the United States measures the quality of services it provides. Integrity is locked in since the commission is not aligned with any commercial health care enterprise or the federal government. The commission's allegiance is solely to the delivery of the highest quality health care.

## **Volunteers**

Giving a smile and a kind word, helping others because that's what they do best. This describes the volunteers who work at Naval Hospital Jacksonville. Their presence makes a significant difference in the quality of care the hospital provides to you. Volunteers provide more than 2,300 man hours per month. It would be almost impossible to offer all the present services if we did not have volunteers. There are two volunteer organizations serving the hospital.

The Red Cross is well known for the service it provides during natural disasters. Additionally, they provide financial assistance for active duty personnel in emergency





situations, counseling, assistance in communication and emergency leave verification. At the hospital, Red Cross Volunteers work in virtually all clinical and administrative areas of the hospital.

If you are interested in becoming a Red Cross volunteer, call the Chairperson of Hospital Red Cross Volunteers, Ms. Helen Donahoe at (904) 542-7525.

The second volunteer group is unique to military treatment facilities. The Retiree Liaison Program is made up of retired military and retired military family members. They staff an Information Desk in the Outpatient Clinic Lobby and provide information to patients and visitors. This group of dedicated volunteers were originally formed to be an informal source of information to military retirees. The program has developed into much more, assisting all categories of patients. Their experience is a significant asset to the hospital. The Retiree Liaison phone number is 542-7477.

### **Safety**

The use of electrical or electronic devices (radios, electric shavers, hair dryers, curling irons, heating pads, etc.) is not allowed in several areas of the hospital for safety reasons. You should check with ward personnel prior to using personally owned electric or electronic items.

You are requested to turn in to the charge nurse on the ward any medications you have brought to the hospital. In order to avoid adverse drug reactions and/or problems with your course of treatment, you should not take previously prescribed or purchased medication while a patient in the hospital unless approved by your physician. Our pharmacists will review your medications and supplements to assess your fall risk, but remember you may feel fine in bed but walking may be a different matter.

Don't be overconfident. After the physician has allowed you to get out of bed for such things as going to the bathroom, walks in the hall, etc., it is your responsibility to ask for needed assistance from medical personnel. One fall may undo what you and your physician have tried so hard to accomplish.

In case of a fire, do exactly as you are told and do not panic. Help is on the way.



## **Children in the Outpatient Clinic**

For the safety of your children, please do not bring them to the clinic when you have an appointment. Children should not be exposed unnecessarily to others that are sick. The base Child Development Center has a list of Home Day Care Providers that can watch your children while you are at the hospital.

## **Security**

**Location:** First Floor/Hospital

**Telephone:** (904) 542-7545

The Security Division, Operating Management Department, provides a full range of physical security, investigative and parking control services 24 hours a day, seven days a week. The Security Office is located in the back passageway of the hospital, across from the NEX and Barbershop.

## **Smoking Policy**

Naval Hospital Jacksonville is a smoke-free facility. This applies to staff members and volunteers, as well as patients and visitors. Please do not smoke in the hospital or on hospital grounds except in the designated smoking area located behind the hospital on the east side of the building.

As a health care facility, we recognize the addictive nature of tobacco products and the health risks associated with tobacco use. If you need help quitting, please contact the hospital's Wellness Center at (904) 542-5292.

## **Medical Care for Minors**

Children under the age of 18 years usually cannot be treated medically without parental consent. Parents can designate a third party (caregiver, relative, etc.) to authorize care for their children. This is especially important for military parents who travel frequently. This designation is accomplished by completing an "Authorization for Medical Care" form.

The hospital is required by law to deny non-emergency care to minors, without a parent's consent. An "Authorization for Medical Care" form is available at the Outpatient Records desk by the entrance into the Outpatient Clinic.

Minor children who do not live with their military sponsor should have an up-to-date Military Identification Card, regardless of their age, and should request their military sponsor keep their DEERS information current.



## Parking

There are a number of short-term parking spaces in the half-circle drive in front of the main entrance of the hospital. These spaces are used for dropping off/picking up patients at the hospital. Persons using these spaces are advised to park in these specially marked spaces only for as long as it takes to drop off or pick up a patient. Otherwise, a roving patrol member of the Security Division may ticket the vehicle. Parking spaces for vehicles displaying a disabled person's placard or decal are conveniently located in all hospital parking lots. Vehicles parked in a disabled person's parking space not displaying the appropriate placard or decal will be ticketed. The majority of patient parking spaces are located on the east side of the Outpatient Clinic building.

## Hospital's Homepage on the World Wide Web

More and more people are using computers to access information on the World Wide Web. Naval Hospital Jacksonville has a homepage on the web and the address is: [www.navalhospitaljax.com](http://www.navalhospitaljax.com).







# TRICARE BENEFIT COMPARISON

Costs for Healthcare Obtained in the Civilian Community  
(As always, there are no copayments for outpatient care at Naval Hospital Jacksonville or its Branch Clinics)

		“Enrolled” Choice		“Non-Enrolled” Choice	
	Beneficiary Category	Prime		Extra	Standard
Access to Military Doctors/ Hospitals	All TRICARE eligible beneficiaries	Guaranteed Priority Access		Space-available access only; Low Priority	
Access to Civilian Specialists/ Hospitals	All TRICARE eligible beneficiaries	Requires referral from Primary Care Manager		Choose from network physicians/ hospitals	Greatest flexibility; may choose any authorized doctor or medical facility
Annual Enrollment	ACDU Families Retirees & Family	No Cost \$230 Person/ \$460 Family		None Required	
Annual Deductible (Amount you must pay up front for civilian outpatient care)	E-4 and below E-5 and above Retirees & Family	None None None		\$ 50 Person/ \$100 Family \$150 Person/ \$300 Family \$150 Person/ \$300 Family	
Outpatient Copayment	E-4 and below E-5 and above Retirees & Family	\$ 0 \$ 0 \$12		15% 15% 20%	20% 20% 25%



Outpatient Copayment (Mental Health)	E-4 and below	\$0	15%	20%
	E-5 and above	\$0	15%	20%
	Retirees & Family	\$25 Private / \$17 Group	20%	25%
Access to Civilian Specialists/ Hospitals	ACDU Families	\$0	\$14.35 per day (\$25 minimum)	
	Retirees & Family	\$11 per day (\$25 min)	Lesser of \$250/ day or 25% of hospital charges + 20% of doctor's bill	Lesser of \$535/ day or 25% of hospital charges + 25% of doctor's bill
	ACDU Families	\$0	\$20 per day	
Inpatient Copayment (Mental Health)	Retirees & Family	\$40 per day	20% of hospital charges & doctor's bill	Lesser of \$175/day or 25% of hospital charges + 25% of doctor's bill
	E-4 and below E-5 and above Retirees & Family	\$0 \$0 \$0	15% 15% 20%	20% 20% 25%
Ambulance Service	E-4 and below E-5 and above Retirees & Family	\$0 \$0 \$20	15% 15% 20%	20% 20% 25%
	E-4 and below E-5 and above Retirees & Family	\$0 \$0 \$30	15% 15% 20%	20% 20% 25%
	E-4 and below E-5 and above Retirees & Family	\$0 \$0 \$30	15% 15% 20%	20% 20% 25%
Prescription Drugs (Civilian Pharmacy)	ACDU Families Retirees & Family	\$3/9** (30 day supply) \$3/9** (30 day supply)	\$3/9/22** (30 day supply) \$3/9/22** (30 day supply)	Greater of \$22 or 20% 25%

# TRICARE IS FOR YOU!

## TWO BASIC CHOICES, ONLY ONE DECISION

**To Enroll Or Not to Enroll,  
That is the Question!**

### **“Enrolled” Managed Care Choice (TRICARE Prime)**

- Beneficiaries must **sign up** in order to use this option.
- Call (800) 444-5445 to have an enrollment form mailed to you, or stop by the TRICARE Service Center (TCS) at 1210 Kingsley Avenue, Suite 1, Orange Park, FL, or Naval Hospital Jacksonville Health Benefits Office to pick one up.

### **“Non-Enrolled” Self Directed Choice (TRICARE Extra & Standard)**

- It is not necessary to sign up to use this option (eligible beneficiaries are automatically covered by this choice).
- Call the Beneficiary Service Line at (800) 444-5445 or visit the local TSC or HBA at Naval Hospital Jacksonville for information on local network providers and for other details/procedures.

## **TRICARE - Your Military Health Plan**

### **Eligibility for TRICARE**

TRICARE is the health benefits program for all the uniformed services. All active duty members and their families, retirees and their families and survivors who are under age 65 participate in TRICARE whenever they seek medical care. Additionally, those individuals under age 65 who have Medicare A&B because of disability or end-stage kidney disease are also eligible for TRICARE benefits. In October 2001, TRICARE for Life went into effect for retirees, their family members and survivors who are over age 65 and who have Medicare A & B and are TRICARE eligible.



**CHOICE #1 - "Enrolled" Choice (TRICARE Prime)**

This choice provides the most comprehensive health care benefits to the patient at the lowest cost. TRICARE Prime guarantees priority access to care at Military Treatment Facilities or an off-base, civilian, contracted doctor's office.

**ENROLLMENT**

Beneficiaries must physically enroll to use this option. Enrollment forms are available at the local TRICARE Service Center, at Naval Hospital Jacksonville's TRICARE Customer Service or by calling (800) 444-5445. Enrollment is free for active duty families. All other eligible beneficiaries must pay an annual enrollment fee of \$230 for one person or \$460 for family coverage. Annual re-enrollment is required. Note: You do not have to do anything to use the "Non-Enrolled" Choice (TRICARE Extra or TRICARE Standard) as long as you are eligible for TRICARE.

**LOWER COSTS**

Enrollees do not have to pay an annual deductible and have set fees for care in the civilian network. (As always, there is no charge for outpatient care at a Military Treatment Facility like Naval Hospital Jacksonville and its Branch Health Clinics.)

**PRIMARY CARE MANAGER (PCM)**

Those who select the "Enrolled" Choice (TRICARE Prime), will be assigned a Primary Care Manager (PCM) at Naval Hospital Jacksonville or Branch Health Clinic Mayport if you live in the catchment area, and if there are available PCM openings in those clinics. If there are no PCM openings at the hospital or clinic you will need to select a second choice on your enrollment/portability application. This is a health care provider or a team of providers who are responsible for you and your enrolled family members' medical care. Your PCM has primary responsibility for meeting your health care needs and coordinating your total health care program. If your assigned PCM fails to meet your expectations, please contact the TRICARE Service Center for assistance.

**SPECIALTY REFERRALS**

You must contact your PCM whenever you are ill and they will either provide the care or refer you to a specialist (e.g., orthopedics, obstetrics, etc.). You cannot refer yourself to a specialist and may be held financially responsible under the TRICARE Point of Service option for the health care service you receive if you fail to contact your PCM prior to receiving specialty care. Specialty care and hospitalization will always be provided by Naval Hospital Jacksonville, if available, regardless of whether you have a military or civilian PCM. If military care cannot be provided, you will be referred to the civilian network.



## **EMERGENCY MEDICAL CARE**

For emergencies, (defined as conditions with the potential for loss of life, limb, or eye sight; broken bones; or life-threatening situations), CALL 911 or go to the nearest civilian or military hospital. Notify your PCM of your condition and status within 24 hours of your emergency room visit (true emergencies only).

In the Jacksonville area: If you are ill and are not sure if it is an emergency, or do not know what to do, call your PCM or the Nurse Call Center for advice. The phone number for the Nurse Call Center is (904) 542-4667 or toll free (800)-529-4667.

## **WHEN TRAVELING**

(1) If you are ill, but the illness is not life threatening, you may call the hospital's Nurse Call Center at (904) 542-4677 or (800) 529-4677. It is staffed by registered nurses who are trained to help you know when an illness or injury can be treated at home or when you need to seek professional medical care. The nurses are available 24 hours a day, 7 days a week.

(2) If you are advised to seek professional medical care, you must contact your PCM for authorization.

(3) If you do not call the PCM for permission before seeking care, you are subject to a high deductible (\$300 per person or \$600 per family) and a high co-payment (50%) which is known as "Point of Service" payment.

## **ACCESS STANDARDS**

When enrolled in TRICARE Prime, you are guaranteed care within the following time frames:

- Acute services within 24 hours after contacting your Primary Care Manager.
- Routine care within 7 days after contacting your Primary Care Manager.
- Wellness checks within 30 days after contacting your Primary Care Manager.
- Referral to a specialist within 30 days from the determination of need by your Primary Care Manager.





## **TRICARE SERVICE CENTER (TSC)**

Your local resource for TRICARE information, TSCs serve as distribution points for TRICARE materials and as enrollment sites for those choosing TRICARE Prime. The Jacksonville TSC is located at 1210 Kingsley Avenue, Suite 1, Orange Park, FL, and is open Monday to Friday, 8 a.m. to 5:30 p.m.

TSCs are staffed by Humana Military Healthcare Services, Inc. employees, who provide beneficiary briefings, policy guidance and support. The Kings Bay TSC is located in the Proctor Bldg. at 1355 Hwy. 40 E. in St. Mary's, GA, and is open from 8 a.m. to 5 p.m. Monday to Friday.

## **DISENROLLMENT**

TRICARE Prime enrollment lasts for 12 months. Active duty family members will be automatically re-enrolled and must opt out to disenroll. All others must re-enroll each year. If they neglect to re-enroll, they will be disenrolled and their Prime coverage will lapse until they have completed enrollment paper work again. During this time they must use the "Non-Enrolled" Choice (TRICARE Extra/Standard) or obtain space-available care at a Military Treatment Facility. You should be aware that non-enrolled beneficiaries have the lowest priority for appointments. If you choose to disenroll during your enrollment year, you may do so but will be locked out of TRICARE Prime for the next 12 months, or if you miss your enrollment payment, Humana Military Healthcare Services will lock you out of TRICARE Prime for 12 months.

## **ACTIVE DUTY AND TRICARE PRIME**

All active duty military members are in TRICARE Prime and the preceding features apply except they must use military facilities as their Primary Care Manager and all civilian care must be authorized by Naval Hospital Jacksonville. Only Emergency care will be authorized and the active duty member must notify their PCM within 24 hours by calling the Nurse Call Center at (904) 542-4677. Cost for unauthorized routine care will be the responsibility of the active duty member.

**CHOICE #2 - "Non-Enrolled" Choice (TRICARE Extra/TRICARE Standard)**

This choice allows beneficiaries to seek medical care from any physician in the civilian community who is TRICARE/CHAMPUS authorized. The "Non-Enrolled" Choice is a more costly option than the "Enrolled" Choice. This choice incorporates two programs (TRICARE Extra and TRICARE Standard). Medical expenses are covered by one of these two programs each time a non-enrolled beneficiary receives civilian medical care and files a claim. A single annual deductible covers the use of either program.

**ENROLLMENT**

You do not need to do anything to use the "Non-Enrolled" Choice. Active duty family members, retirees and their family members are automatically covered by this choice (as long as they have not enrolled in TRICARE Prime and they are not eligible for Medicare).

**Costs (Outpatient)****TRICARE EXTRA**

You pay less than under TRICARE Standard whenever you use a civilian physician who belongs to the TRICARE provider network. After meeting the annual deductible (\$50/person, \$100/family for E-4 and below; \$150/person, \$300/family for E-5 and above), active duty family members will pay only 15% (retirees 20%) of remaining and future bills. The local TRICARE Service Center maintains a list of the TRICARE network providers, or you may call the Beneficiary Services Line at (800) 444-5445 for assistance in locating a network provider.

\*Mental Health inpatient admissions require a non-availability statement. For more information on mental health non-availability statements, see your local Health Benefits Advisor.

**TRICARE STANDARD**

You may see the TRICARE/CHAMPUS authorized provider of your choice. After meeting the annual deductible (as described above) active duty family members pay 20% (retirees 25%) of remaining and future bills. Authorization/permission IS NOT required, except for civilian inpatient care (hospitalization) and selected outpatient procedures. For details, please contact the Health Benefits Advisor or local TSC.

\*Mental Health inpatient admissions require a non-availability statement. For more information on mental health non-availability statements, see your local Health Benefits Advisor.



## **CHOICE OF PROVIDERS**

Using the “Non-Enrolled” Choice allows eligible beneficiaries the freedom to choose any authorized TRICARE civilian physician. The status of the provider (in or out of the TRICARE network) will determine which of the two programs (Extra or Standard) is being used for any given episode of care. Authorization/permission IS NOT required, except for civilian inpatient care (hospitalization). Beneficiaries simply call the TRICARE authorized physician of their choice to make their appointment.

## **SPACE AVAILABILITY**

You may continue to use military facilities on a space-available basis, but priority will be given to active duty personnel and TRICARE Prime enrollees. Obtaining appointments will become more and more difficult for those who choose to remain in the “Non-Enrolled” Choice.

## **EMERGENCY MEDICAL CARE**

For emergencies (defined as conditions with the potential for loss of life, limb, or eye sight; broken bones; or life-threatening situations), CALL 911 or go to the nearest civilian or military hospital.

- If you are NOT enrolled in TRICARE Prime and become ill, either at home or while traveling, you may go directly to a civilian doctor or emergency room of your choice.
- You will be subject to the standard annual deductible (E-4 and below, \$50/person, \$100/family; E-5 and above and all other eligible beneficiaries, \$150/person, and \$300/family) and a percentage of remaining medical bills after meeting the deductible.

## **PHARMACY BENEFITS**

Military pharmacy benefits are not affected by choosing to remain non-enrolled. You may continue to use military pharmacies to get civilian prescriptions filled, provided the pharmacies stock the medications.





### **TRICARE for Life**

On October 1, 2001, about 1.5 million uniformed services retirees, their family members and survivors, and certain categories of former spouses, age 65 and older, received expanded medical coverage through the Department of Defense (DoD) health care program. Additionally, retired Reserve and National Guard personnel and their spouses also became eligible for TFL provided they are 65 and are enrolled in Medicare Part B. At 60, Guard and Reserve personnel who draw reserve retired pay, their spouses, and other eligible family members become eligible for TRICARE. When Medicare-eligible, they will have the same TFL coverage as any other retired uniformed services beneficiaries.

To participate in TRICARE For Life (TFL), beneficiaries must be eligible for Medicare Part A and enrolled in Medicare Part B. Eligibility for TFL is also based on having your correct information in DEERS, the Defense Enrollment Eligibility Reporting System, and having a current military I.D. card. Regardless of the date of service entry, TFL will be premium-free for all eligible military beneficiaries.

TFL is a permanent health care program enacted in the FY 2001 National Defense Authorization Act. You do not have to enroll in the TFL program and no card is necessary. TFL is a secondary payer to Medicare, like a Medicare supplement. In most cases, it will pay your inpatient and outpatient deductibles and cost shares. You may seek care from any certified Medicare provider. All the doctor has to do is file the claim with Medicare, with no extra paperwork for TFL. Medicare will share the claim with TRICARE. The balance due from the patient will be zero, in most cases, although there still may be a few situations where a beneficiary has some out-of-pocket expenses. For more information, call (888) 363-5433 or visit the Health Benefits Center at the naval hospital or the TRICARE Service Center at 1210 Kingsley Avenue in Orange Park.

### **TRICARE Senior Pharmacy**

Effective 1, April 2001, the law gives military beneficiaries age 65 and over the same pharmacy benefit as retirees who are under age 65. It includes access to prescription drugs not only at military treatment facilities but also at retail pharmacies and through our national mail service program. If you turned 65 prior to 1, April 2001, the law states that you automatically qualify for the benefit whether or not you purchased Medicare Part B. If you turned 65 on or after 1, April 2001, the law mandates that you MUST be enrolled in Medicare Part B to receive the pharmacy benefits. For more information, call (877) 363-6337, or visit the Health Benefits Center at Naval Hospital Jacksonville or the TRICARE Service Center at 1210 Kingsley Avenue in Orange Park.



## **TRICARE Information Resources**

### ***TRICARE Service Center (Jacksonville)***

1210 Kingsley Ave., Ste. 1  
(800) 444-5445

Your local resource for TRICARE information, TSCs serve as distribution points for TRICARE materials and as enrollment sites for those choosing TRICARE Prime. TSCs are staffed by Humana Military Healthcare Services, Inc. employees who provide beneficiary briefings, policy guidance and support. Service representatives are available to assist with PCM assignments, claims information, interpretation of benefits and any other issues that pertain to your health care.

### ***Health Care Finder:*** (800) 444-5445

Registered nurses are available to assist with appointments, approvals and referrals to specialty providers or inpatient hospital care.

### ***Value Options:*** (800) 700-8646

Our mental health partner. Service representatives or licensed clinicians are available to assist with coordination of your outpatient and inpatient mental health care needs. You do not need a PCM referral to access Value Options. You are encouraged to call if you feel you need their services.

### ***Claims Services:*** (800) 403-3950

Service representatives are ready to assist you with any claims or billing questions.

### ***Military TRICARE/Health Benefits Offices***

NAS Jacksonville: (904) 542-9164/65

NAVSTA Mayport: (904) 270-5763

NSB Kings Bay: (912) 673-4228

### ***Naval Hospital Jacksonville/Mayport/NSB Kings Bay Central Appointment Line***

(904) 542-HOSP

(800) JAX-HOSP





## **TRICARE Questions & Answers**

### ***Who is eligible for TRICARE?***

TRICARE is the health benefits program for all the uniformed services. All active duty members and their families, retirees and their families, and surviving family members participate whenever they seek medical care. Dependent parents and parents-in-laws are not eligible for any TRICARE benefits. They are only eligible to be seen as space available in the direct care system. For beneficiaries over the age of 65, TRICARE For Life will pay after Medicare when it is a coverage benefit. Additionally, those individuals under age 65 who have Medicare A&B because of disability or end-stage kidney disease are also eligible for TRICARE benefits. Also, those over the age of 65 are eligible for pharmacy and other benefits. (See the TRICARE For Life information in the TRICARE section of this book).

### ***What happens if I don't do anything?***

You will be participating in the "Non-Enrolled" Choice (TRICARE Extra/Standard), which is designed for those who wish to receive their health care from a civilian physician of their choice off base. The costs associated with the "Non-Enrolled" Choice depend on the rank/status of the sponsor.

### ***If I choose the "Enrolled" option, must I enroll ALL my family members in TRICARE Prime?***

No. A spouse may wish to enroll in TRICARE Prime. However, another family member may be living elsewhere for most of the year and not have access to a military facility or TRICARE Prime program. In such a case, that person should remain in the "Non-Enrolled" Choice and use TRICARE Extra/Standard for care.

### ***What is the best way for me to continue to use Naval Hospital Jacksonville for my family's healthcare?***

The best way is to enroll in TRICARE Prime and request a Primary Care Manager at one of the primary care sites at the naval hospital (Family Practice or the Primary Care Group). If you do not choose to enroll in TRICARE Prime, you will only have access to space-available appointments which are limited.

### ***Can I switch among the three options?***

No. If you choose the "Enrolled" Choice (TRICARE Prime), you must remain enrolled for one year. At the end of that year, you may re-enroll, or you may leave Prime and receive care under the "Non-Enrolled" Choice (TRICARE Extra/Standard). You may switch between Extra and Standard at any time simply by your choice of providers.



***How does my son/daughter seek medical care when away at college, where TRICARE Prime is NOT available?***

He/she will obtain care using the “Non-Enrolled” Choice or space-available care at a military treatment facility (if there is one nearby).

***How do my dependent children, living with my ex-spouse, where TRICARE Prime is NOT available, obtain health care?***

Your dependent children may obtain care using the “Non-Enrolled” Choice (TRICARE Extra or Standard).

***What should I do in the middle of the night if I have an emergency?***

If it is a true emergency, CALL 911. If you are not sure what to do or whether it is a true emergency, you may call the Nurse Call Center at (800) 529-4677 to speak with a nurse.

***How do I get care for my family if we’re away from Jacksonville?***

If you are a TRICARE Prime enrollee and you need non-emergency care, you must first contact your PCM for authorization. If you seek non-emergency care without authorization, you will be responsible for meeting a deductible and paying a percentage of the remaining fees. In emergency situations, you should immediately seek care at the nearest military or civilian emergency room and call your PCM as soon as possible (within 24 hours) to notify them of your medical situation.

***I am over age 65 and on Medicare, can I get care from military hospitals and clinics?***

Yes, you may still have prescriptions filled (when the military hospital stocks the prescribed drug) and you may seek space-available appointments. You also can use the TRICARE mail order and retail pharmacy benefit. Check with a health benefits advisor for details.

***I have health insurance where I work. How does TRICARE fit in?***

By federal law, TRICARE is always the second payer for health care. Medical bills must first be sent to your civilian health insurance company for payment. You may then file the remaining bills with TRICARE for payment. Remember, if you have a civilian HMO you must follow their rules to ensure payment under their plan.



## **Naval Air Station Jacksonville Naval Station Mayport Naval Sub Base Kings Bay, Georgia**



### **Naval Hospital Jacksonville Patient Guide**

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